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| **Job Title** | Recovery Worker  |
| **Function**  | Operations |
| **Department/Team** | Adelphi Court |
| **Reports to** | Service Manager |
| **Direct Reports** | 0 |
| **Dimensions (budget, people span of control)** | Not Applicable |
| **DBS Check Level Required** | Adult Only |
| **Grade/Job Evaluation Level** | B20 |
| **Salary Banding** | £24,570 |
| **Created/Reviewed date** | January 2025 |

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| **You will be working for** (Description of Waythrough and specifics of Service/Function/Office) |
| Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and is now a subsidiary of Waythrough.We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.Our values underpin everything we do – from how we work together through to how we design and deliver services. All our work to fulfil this vision is strengthened by our values.* **Kindness:**be generous, caring and compassionate.
* **Courage:**be bold, trust, commit.
* **Respect:**everyone deserves dignity.

**Description of Service** |

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| **Purpose of the Role** |
| * To support the people using our services to achieve their life goals and improve their quality of life.
* To work on both practical and emotional life skills towards independent living/ greater independence.
* To assist with the safe and successful daily running of the service including housing management related tasks.
* To work as part of a team towards agreed service/contract targets.
* To work as part of a team to provide a service in line with the organisation’s mission and values.
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| **Key Accountabilities** (List of accountabilities specific to this role) |
| Waythrough Services range from 24-hour residential care with nursing to floating support in peoples own homes. Some require evenings, weekends, nightshifts (waking or sleeping) and on-calls. The people we support are central to everything we do. Each person who uses our services – residents or clients – is a unique individual and they all deserve to be treated as such. Amadeus House is a Crisis servicefor those experiencing mental health difficulties. Often multiple and complex needs will arise, and you may need to be able to support in some of these areas also. As such, your responsibilities may vary from day to day. **Assist people using our services to:*** Manage and improve their own physical and mental well-being and health.
* Develop independent life-skills including budgeting, money management, tenancy sustainment, access to public services, further education and/or employment and living well in the community.
* Live more fulfilling lives and develop new meanings and purposes.
* Take control over their life, through their own choices and decisions.
* Work in partnership with the service to provide feedback/complaints and suggestions identifying practical solutions to any barriers.
* Maintaining their property, being able to manage repairs and keep the environment clean and tidy.
* Encourage group attendance.

**Ensure the safe running of the service:*** Assess resident wellbeing and welfare on an ongoing basis.
* Assess and manage a range of risks within the service as a dynamic process.
* Keep our service compliant with legal regulations in housing, health and safety and safeguarding, including carrying out daily, weekly and monthly checks in these areas.
* Compliance with GDPR practises, ensuring confidentiality and information sharing are foremost.
* Follow the correct policies and escalation processes for health and safety, incident management and safeguarding.
* Keep up to date in day-to-day repairs and maintenance requirements in line with policy and procedure.
* To support with inventories on properties and ensuring these are completed on admission, discharge and move on.
* Provide a safe, respectful environment.
* Undertaking cleaning activities to ensure a positive environment e.g. at void changeover etc.
* Work in line with Waythrough’s Code of Conduct to maintain safe professional boundaries.
* Take part in a rota which may include weekend, evening and overnight shifts.
* Oversee medication in line with Waythrough’s policy and procedure.

**Keywork:*** Oversee support work for all residents and taking the lead to manage your own caseload of key clients.
* Concentrate on the person and their individual needs, choices, and aspirations, rather than on diagnostic categories or labels.
* Coproduce support plans with the people we support.
* Work with individuals to develop agreed, meaningful and achievable person-centred plans with positive outcomes that meet the individual’s aspirations.
* Complete a range of activities during key working sessions including but not limited to meaningful engagement in the community, budgeting skills, living skills, networking and basic needs are met etc.
* Provide hands on support to assist in the learning of cleaning skills demonstrating good practise.
* Confident or willing to gain skills to be able to work in partnership with other agencies, stakeholders for the best outcome for the people we support.
* Run activities and groups designed to support independence skills.
* Ensure risk assessments dynamic, created and implemented in line with our policies and procedures and updated regularly.
* Ensure all interactions are appropriately documented.
* Signpost people we support to other services for additional support.
* Support and assist individuals to identify their future housing options, agreed move on timescales and a plan to achieve a successful move on.

**Manage your own workload:*** Be proactive and work as a team to ensure service delivery needs and task are prioritised and completed.
* Take part in handovers and complete tasks according to daily need. Adapt to change- be fluid in how situations may change.
* Work well under pressure with multiple and competing priorities.
* Be confident in supporting all residents, proactively working with all not just own caseload.
* Being able to cover for colleagues on holiday etc, to always ensure continuity of care.
* Complete accurate and timely computerised records via our database
* Liaise with external agencies - such as community mental health teams, multi-disciplinary teams and carers - building relationships and projecting a positive image of the service.
* Support the Service Manager with rent management, void management and property turn around.
* Strong time management.
* Contribute effectively to a positive team environment and morale.

**Manage my Professional status:*** To complete all mandatory training as required by Waythrough within given time scale, on an annual basis.
* Work in line with Waythrough’s Code of Conduct to maintain safe professional boundaries.
* Keeping up to date with legislation, national and organisational policy changes and standards.
* Maintain good communication across the team.
* To be able to work well under own supervision and own initiative but also follow directions effectively.
* Maintain positive working relationships with colleagues and partner agencies/ stakeholders.
* Keep an up-to-date diary.
* Effectively monitoring and managing your own wellbeing through debriefing and discussions with your manager and colleagues.
* Keep up to date with organisational developments and training.
* Resilience – take responsibility to be objective and take appropriate actions to centre oneself after situations.
* Attend team supervision, meetings, reflective practise and case management as required.
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| **General Accountabilities** (List of accountabilities applicable to all roles) |
| The successful Recovery Worker will demonstrate a proven ability to communicate effectively and build rapport with individuals experiencing mental health crises, as well as with colleagues and external professionals. They will possess a compassionate and sensitive approach to understanding and responding to complex issues, ensuring a supportive and non-judgmental environment. Crucially, the post holder will be skilled in motivating, supporting, and advocating for the needs and rights of people using the services, empowering their journey towards recovery. They must be capable of working effectively both autonomously, managing their own tasks and responsibilities, and collaboratively as a valued member of the crisis house team. Excellent record-keeping skills are essential to maintain accurate and confidential information, alongside the ability to effectively plan and prioritise their workload to ensure the smooth and efficient delivery of care within the crisis house setting. |

**Person Specification**

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| **Qualifications** | **Essential or Desirable** |
| Not applicable for this role |  |
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| **Skills**  | **Essential or Desirable** |
| Ability to communicate effectively at all levels | Essential |
| Ability to respond compassionately to sensitive and complex issues | Essential |
| Able to motivate, support and advocate for people using services | Essential |
| Able to work effectively unsupervised and as part of a team | Essential |
| Able to keep good and accurate records | Essential |
| Ability to plan and prioritise workload | Essential |
| Good interpersonal and listening skills | Essential |
| Able to demonstrate a commitment to self-development & training | Essential |
| Able to demonstrate personal & professional integrity | Essential |
| Ability to work under pressure | Essential |
| Good IT skills, including in Word, the use of databases and email | Essential |
| Able to work flexibly to meet the needs of the Service and people using services | Essential |
| Able to participate in a 24 hour/7-day week shift rota, undertake on call duties and stay away from home at night | Essential |

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| **Experience**  | **Essential or Desirable** |
| 2-years’ experience of working in a mental health, complex needs or supported accommodation setting | Desirable |
| Experience of facilitating therapeutic and coping strategies in relation to Mental Health well-being and crisis situations. | Desirable  |
| Experience of, and commitment to, promoting and implementing equal opportunities, diversity and inclusion for vulnerable people | Essential  |
| Experience of working respectfully with individuals offering advice, guidance, and support on housing and appropriate tenancy related information | Desirable  |
| Experience of Housing Management practice and knowledge of Housing legislation & welfare benefit legislation | Desirable  |
| Experience of supporting individuals to maintain their own accommodation. Including benefit advice, budgeting and life skills. | Desirable |